From: Campbell, Ed [Campbell.Ed@epa.gov]
Sent: 5/25/2018 5:55:50 PM
To: Leckner, Erik [leckner.erik@epa.gov]
CC: McCarthy, Colleen [Mccarthy.Colleen@epa.gov]
Subject: RE: OEM-56

Jira supports @ user tagging, so if you need a response from a specific individual – that's your best bet.

From: Leckner, Erik
Sent: Friday, May 25, 2018 1:53 PM
To: Campbell, Ed <Campbell.Ed@epa.gov>
Cc: McCarthy, Colleen <Mccarthy.Colleen@epa.gov>
Subject: RE: OEM-56

I meant it's a question for you – btw, how do we ask a question to you in JIRA itself that you can be part of the decision making – do we have JIRA set up for questions to particular individuals so it is being tracked the question but an answer is also tracked.. ☺

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From: Leckner, Erik
Sent: Friday, May 25, 2018 1:35 PM
To: Campbell, Ed <Campbell.Ed@epa.gov>
Cc: McCarthy, Colleen <Mccarthy.Colleen@epa.gov>
Subject: RE: OEM-56

Hi Ed

It's a question from you – what do you want to do to resolve it ☺

We can do nothing or we can change it so its logging INFO or WARN.

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From: Campbell, Ed
Sent: Friday, May 25, 2018 9:34 AM
To: Leckner, Erik <leckner.erik@epa.gov>
Cc: McCarthy, Colleen <Mccarthy.Colleen@epa.gov>
Subject: RE: OEM-56

Hey Christian,

I appreciate the info provided here – but let's make sure it's all getting into JIRA. I see you also commented on this JIRA ticket but not the full context of this email – which I will add to it.

Thanks,

Ed Campbell, PMP
Web Development Team Project Manager
GDIT Supporting ITS-EPA III Contract
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http://intranet.epa.gov/webdev

From: Leckner, Erik
Sent: Thursday, May 24, 2018 8:06 PM
To: Campbell, Ed <Campbell.Ed@epa.gov>
Cc: McCarthy, Colleen <Mccarthy.Colleen@epa.gov>
Subject: RE: OEM-56

Note from my perspective its really just INFO as it just means a cookie is expired and the user will go to authenticate again and then the cookie will be created and the user wont notice anything wrong other than having to login again as it already expired. Same case on a fresh cleared browser or first time visit, its just an INFO. System will try to do the right thing anyways but forcing them to relogin or login for the first time or after an expiration. The reason ticket was filed is when we do ever use the logs for looking for real ERRORs in the system, we won't have to see these always show up in the logs.

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From: Leckner, Erik
Sent: Thursday, May 24, 2018 8:03 PM
To: Campbell, Ed <Campbell.Ed@epa.gov>
Cc: McCarthy, Colleen <Mccarthy.Colleen@epa.gov>
Subject: OEM-56

When a user logs in with no cookie or an expired cookie in dev, stage, and prod, it reports it as an error. It's really not an error, it's just the way Salient implemented it. So for most cases, a user has a valid cookie not found (and it's not really anything more than a DEBUG or INFO statement). However, in some cases, maybe a user can't create a cookie (they turned off cookies in their own browser, etc) and then even still its not an error. They currently record all of them as an ERROR. No worries if we leave it in there, but its not an error for most cases. However, Paula likes to keep prod to ERROR level versus DEBUG, INFO, or WARN levels and so they wouldn't show up at all if they are DEBUG, INFO OR WARN. Solution: Do nothing or downgrade to WARN but then Paula would need to know we will add WARN in logs. Typically companies set it to WARN or INFO level in logs and most corps/govt agencies would put INFO level. Could do some more research on that topic but decision needs to be made nonetheless.

ObSSOCookie not found is present in dev, staging, and production logs.

ObSSOCookie not found is present in dev, staging, and production logs. It is also being reported as both ERROR and INFO statements. Source code comments out cookie generation in places, etc. which means that Salient may have been trying to determine where cookies should be created, etc.

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